



General Fund Enterprise Business System (GFEBS)

Supplier Self-Services (SUS)

August 2016



ASA (FM&C)



Agenda

Topic	Briefer
Opening Remarks	Pat Riley
SUS Overview Briefing	Susan Walton
SUS Contracting Office Training	Sandra Beeker
SUS Resource Manager Training	Sandra Beeker



General Fund

Enterprise Business System (GFEBS)

Supplier Self-Services (SUS) Overview Briefing

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- **Procure-to-Pay (P2P) Pilot Background**
- **What is Supplier Self-Services (SUS)?**
 - **WAWF vs. SUS process flow**
 - **Sample SUS screens**
 - **Pilot results**
- **SUS Provisioning/Training Requirements**
- **SUS Pilot Update**
 - **Initial 6 Months**
 - **Participating Sites**
 - **Current Metrics**
 - **Pilot Way Forward**

Procure-to-Pay (P2P) Pilot Background

- **P2P Process Review**

- **End-to-End process from requisition through disbursement**
- **P2P pilot began in FY09**
 - **Objective - better utilize the standard capabilities of the Army's enterprise resource planning (ERP) tool, GFEBS**
 - Approval to pilot 2 components (*) within the scope of the GFEBS contract
 - » Implement in manageable and measureable increments

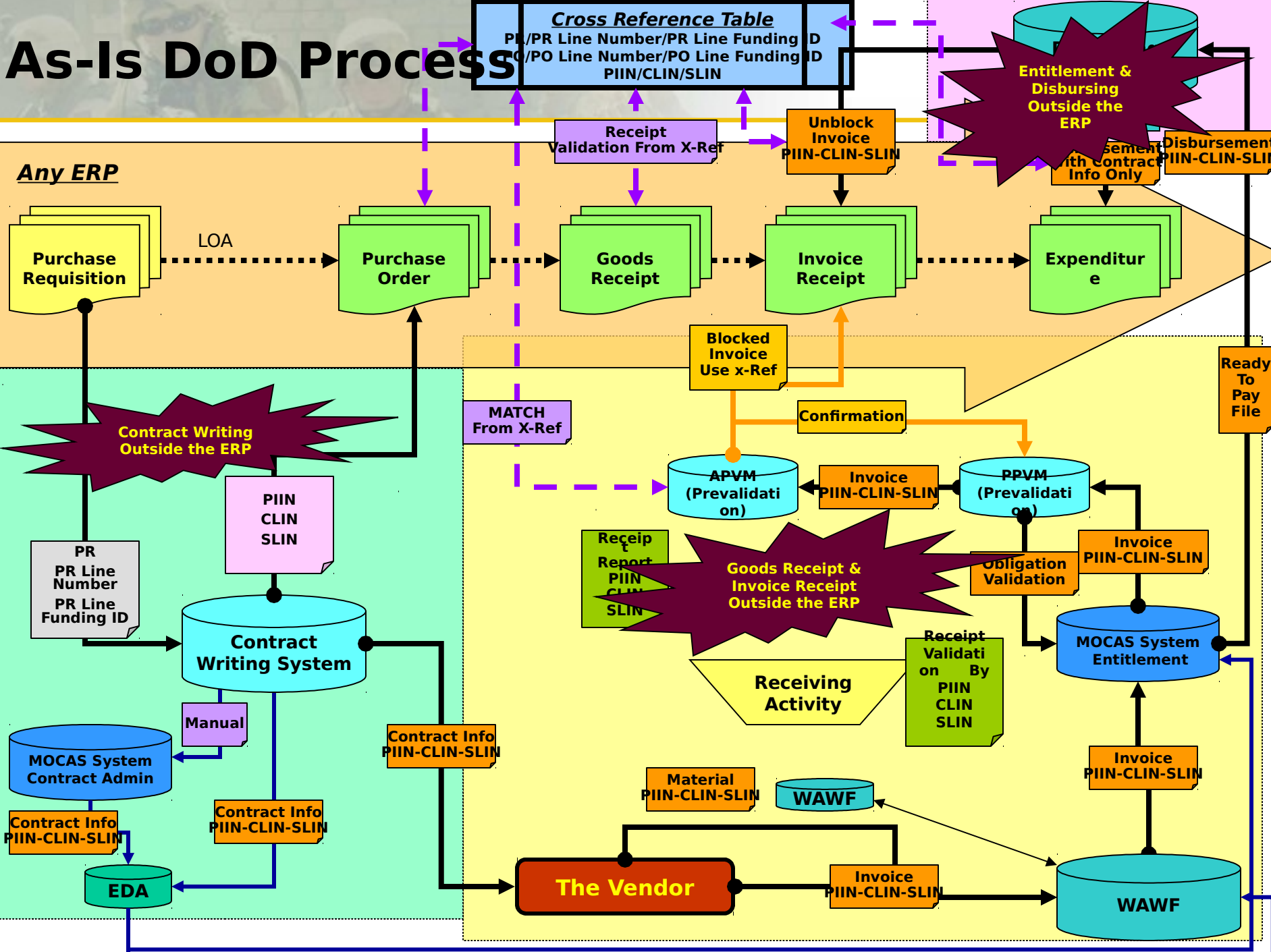
Components of P2P Process Review:

- ***Procurement for Public Sector (PPS)***
- ***Supplier Self-Services (SUS) ****
- ***Direct Treasury Disbursement ****

possible

Fort Jackson selected for initial pilot site for SUS

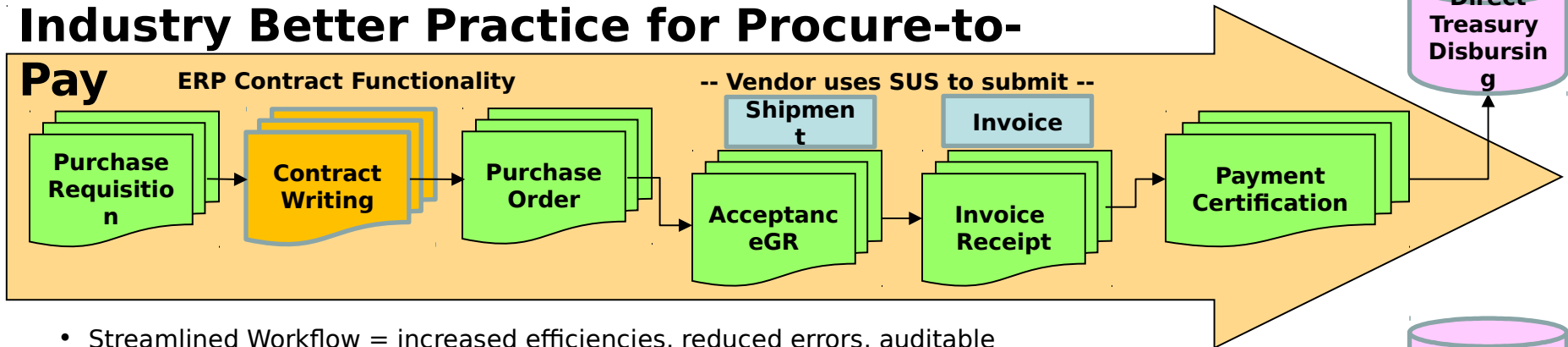
As-Is DoD Process



Procure-to-Pay (P2P) Process in ERP

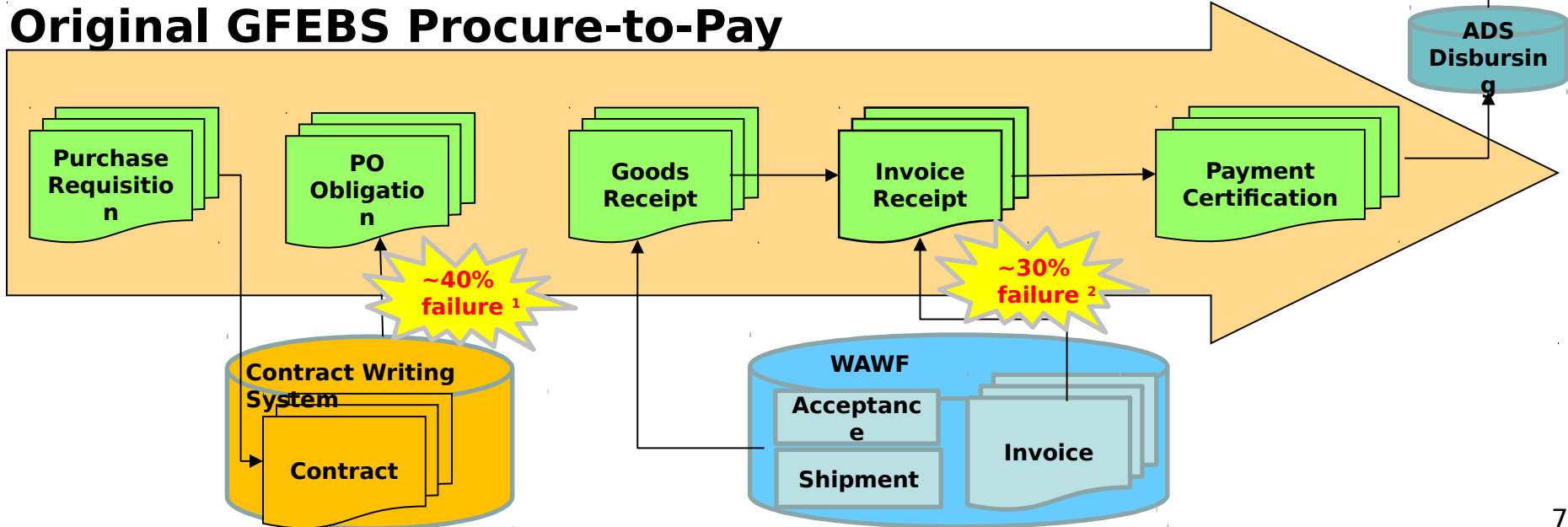
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Industry Better Practice for Procure-to-Pay



- Streamlined Workflow = increased efficiencies, reduced errors, auditable
- Each step has pre-validated, integrated data with limited edits
- Standard ERP functionality designed and used by other Federal agencies

Original GFEBS Procure-to-Pay

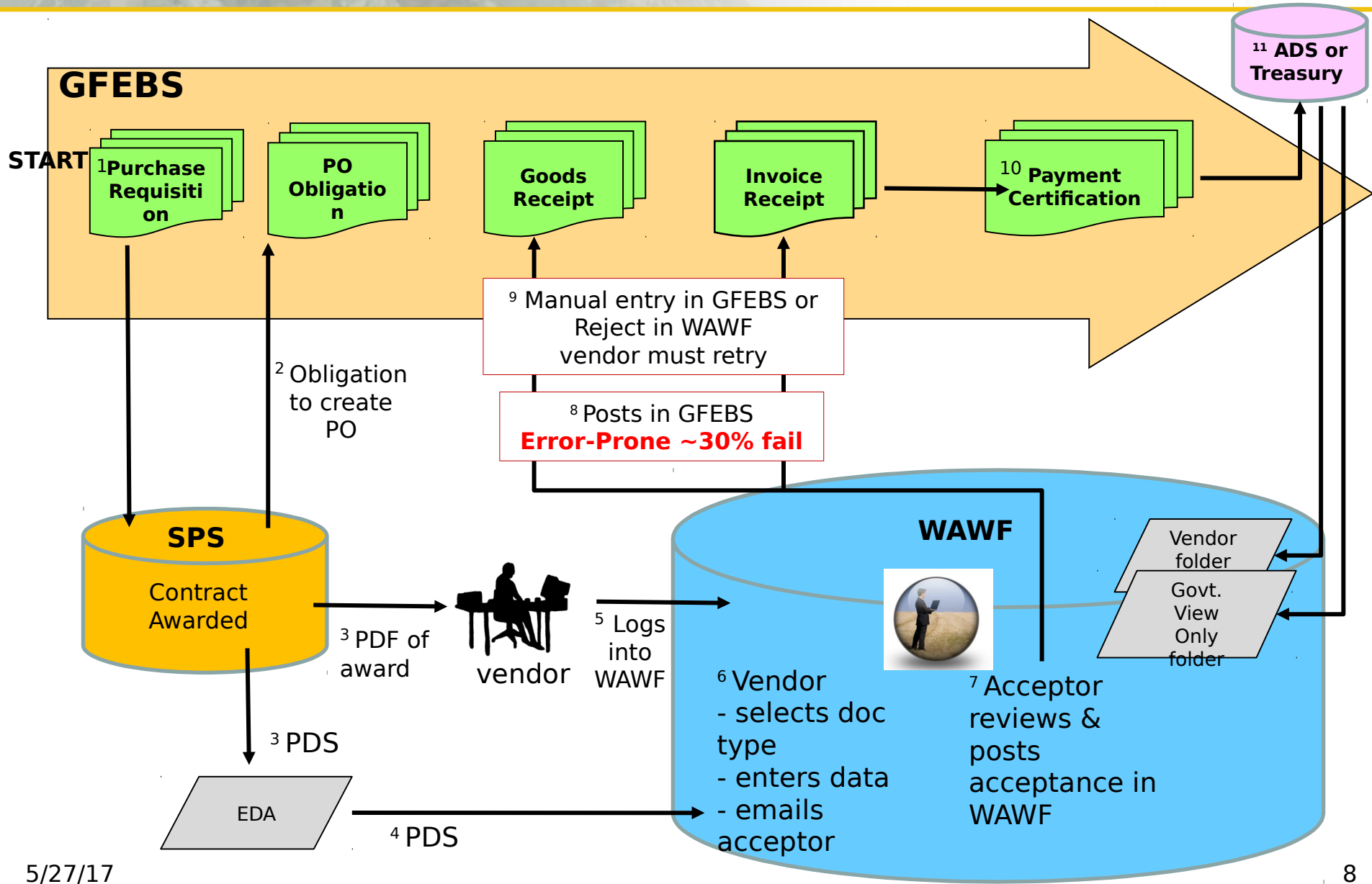


¹ Aug 2015 SPS failure rate:
19%

² Jun 2015 6 mon WAWF IR failure
rate: 28%

High Level WAWF Process

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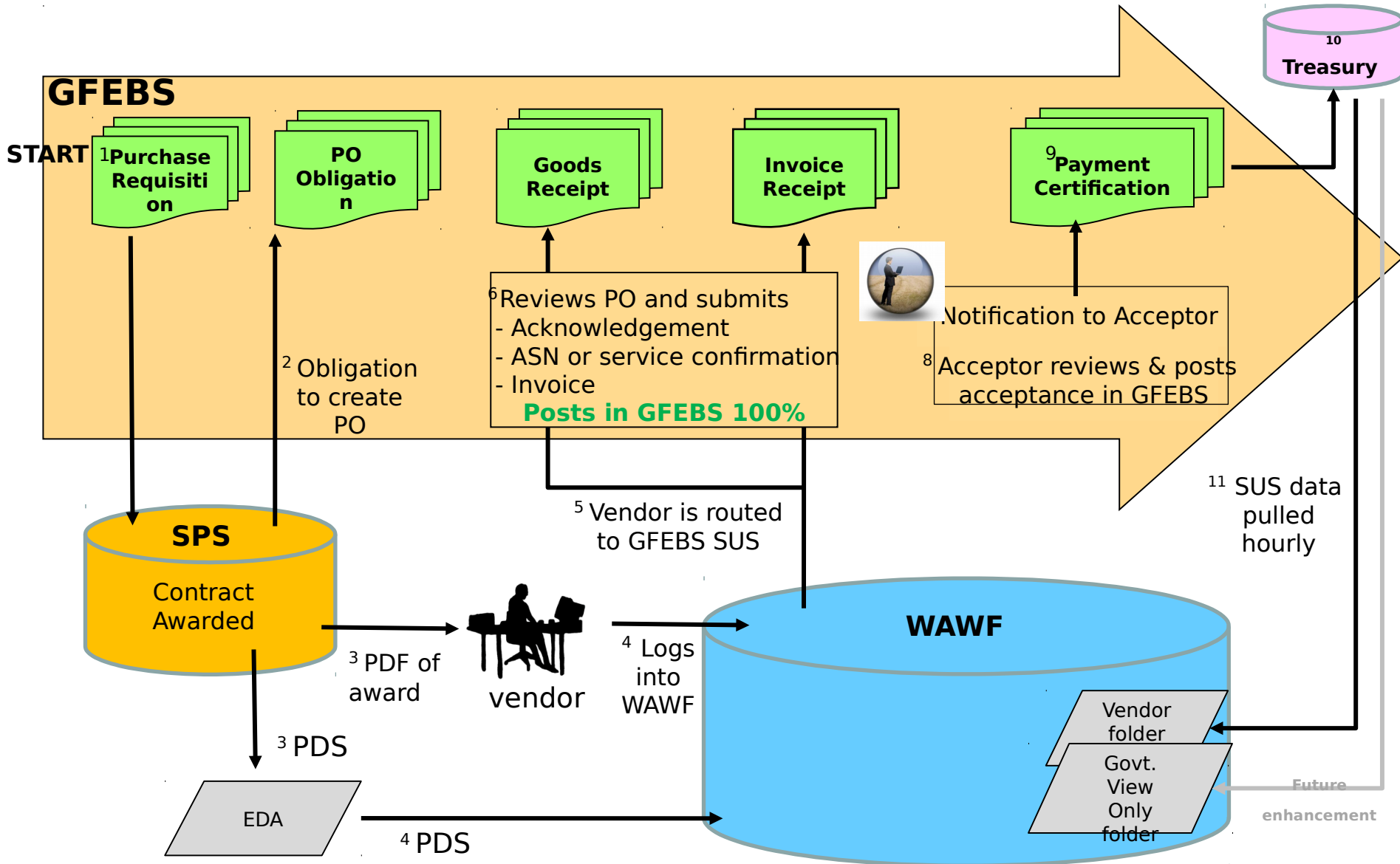
What is Supplier Self-Services (SUS)?

SUS is a Vendor Portal that allows vendors to invoice directly in GFEBS

- **Maintains WAWF as the single face to industry for DoD invoicing**
 - User ID management and secure provisioning by CAGE remains in WAWF
 - Seamlessly logs vendor into SUS based on assigned Pay Office
 - “One-Stop” interface developed by WAWF
 - Summary data updated in WAWF for a consolidated view for all of DoD
- **Utilizes standard ERP functionality**
 - Improves Army end-to-end visibility and auditability
- **Defaults GFEBS PO obligation data to the vendor**
 - Pre-populates vendor invoice data with pre-validated GFEBS data
 - Allows for identification of errors early in the process
 - Vendors must validate in SUS PO accurately reflects contract terms after award
 - Vendor access restricted to prevent conflict with contract
 - I.e. can input Quantity, but cannot change fields like Unit of Measure or Unit Price
 - Provides vendor integrated, real time visibility of open amount and invoice processing status
 - Prevents delay in acceptance posting in GFEBS
 - Eliminates manual intervention to improve auditability
 - Reduces interest penalties

High Level SUS Process

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Overview of Vendor Steps

Supplier Self-Services Home | Find | Help | FAQ | Log off

Find Supplier > List of Suppliers > Start Page > List of Purchase Orders > Display Purchase Order

Purchase Order: 4550000600

Process | Display History | Display Document Flow | Print | Download

Communication and Collaboration

General Information

Basic Data

Purchase Order ID: Find Supplier > List of Suppliers > Start Page > List of Purchase Orders > Display Purchase Order > Process ASN

Number: Display ASN: 3000000943

Name: ☒ Goods Delivered to Recipient | Save | Cancel | Print | Download

Date:

Status:

Follow-On Document: 1 Purchase Order Response

Item Overview

Number: 10, 20, 30

Partner Information

Partner: Sold-to Party, Ship-To Address

Process Invoice: 5000000932

Send | Save | Cancel | Update Prices | Print | Download

Communication and Collaboration

Message to Purchaser

Attachments

Add Attachment

No Attachments Available

General Information

Basic Data

Number: 5000000932

Name: W37HES16C0324

Date: 08/02/2016

External Reference No.: 4550000600

Status: In Process

Unplanned Delivery Costs: 0.00 USD

Terms of Payment

Payment in Days	Discount in %
30	0.000
0	0.000
0	

Purchasing Vendor: SUSQ0407 Invoicing Party: SUSVENPH1

Item Overview

Number	CLIN	SLIN	ACRN	Product Type	Product	Description	Quantity	Unit of Measure	Net Value	Tax	External Reference...	Purchase Order Item
10	0001	AA	AB	Material		Knee Pads	150	each	150.00 USD	Tax Exempt	4550000600	10
									Net Value	150.00 USD		
									Unplanned Delivery Costs	0.00 USD		
									Tax	0.00 USD		
									Gross Price	150.00 USD		

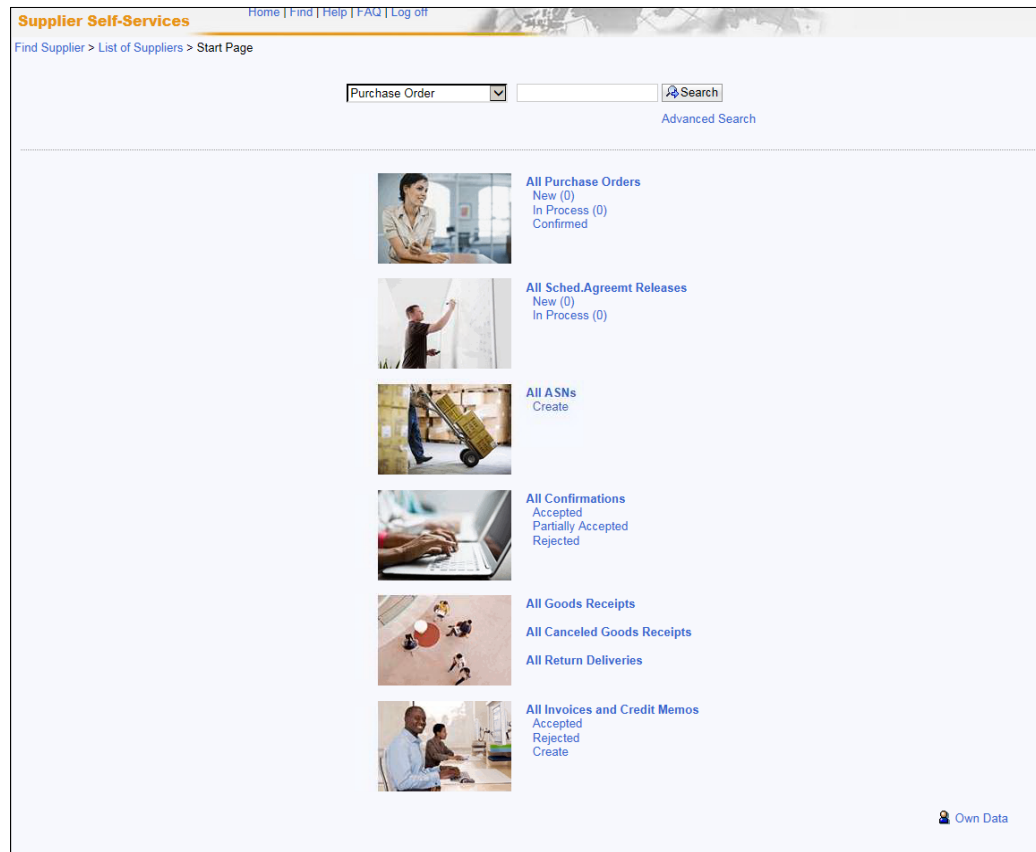
Partner Information

Partner	Number	Name	Street	House Number	PostCode	City	Telephone	Fax	E-mail
Sold-to Party	259	UNITED STATE							
Ship-To Address	259	0384 TC TM REAR HD	BLDG 1610 PATCH ROAD		23604-5000	FORT EUSTIS			

1. Acknowledge
*only for initial award or mod

2. ASN (goods) or Service Confirmation (services)

3. Invoice



- SUS portal accessed by logging into WAWF via web
- Very intuitive and similar to other common websites
- Validation of invoice data at time of entry

SUS PO Acknowledgment

Supplier Self-Services Home | Find | Help | FAQ | Log off

Find Supplier > List of Suppliers > Start Page > List of Purchase Orders > Display Purchase Order

Purchase Order: 4550000600

Process | Display History | Display Document Flow | Print | Download

Communication and Collaboration

General Information

Basic Data

Purchase Order ID: 4550000600

Number: 1000001190

Name: W37HES16C0324

Date: 08/01/2016

Status: New

Follow-On Documents:

1 2 3 4

Purchase Order Response Shipping Notif. Goods Receipt Invoice

Terms of Payment

Payment in Days: 30


Discount in %

Terms of Delivery

Incoterm Location

Item Overview

Number	CLIN	SLIN	ACRN	Status	Product	Short Text	PO Quantity	Purchase Order V...	Confirmed Quantity	Required on	Confirmed for
10	0001	AA	AB	In Process	Knee Pads		4,000 each	4,000.00 USD	0 each	09/19/2016	
20	0002	AB	AB	In Process	Elbow Pads		3,000 each	1,500.00 USD	0 each	09/19/2016	
30	0003	AC	AB	In Process	Helmet Covers		1,000 each	2,000.00 USD	0 each	09/19/2016	
Net Value (Unconfirmed Items)										7,500.00 USD	
Net Value (Confirmed Items)										0.00 USD	
Net Value (Total of all Items)										7,500.00 USD	

- Vendor logs into WAWF and enters contract #  directs vendor to Purchase Order in SUS
 - By Delivery Order or Task Order if applicable
 - Data replicated from PO in GFEBS
- Prompted for actions needed

5/27/17 » Step One: Acknowledgment of PO accuracy

SUS ASN Screen/Receiving Report

Find Supplier > List of Suppliers > Start Page > List of Purchase Orders > Display Purchase Order > Process ASN

Display ASN: 3000000943

☒ Goods Delivered to Recipient

General Information

Basic Data				Delivery Information			
Number:	3000000943			Delivery Date (Expected):	08/02/2016 08:00		
Name:	W37HES16C0324			Shipping Date:	08/02/2016 08:00		
Date:	08/02/2016			Means of Transport:	<input type="button" value="v"/>		
Status:	Created			Transport ID Code:	<input type="text"/>		
				Bill of Lading:	<input type="text"/>		

Item Overview

Select All Deselect All Propose Outstanding Quantities ← If all items were delivered, vendor can utilize this button to propose the entire remaining quantity. First, must check box in Item Selection Column to select appropriate line item.

Number	CLIN	SLIN	ACRN	Product	Description	Quantity	Unit of Measure	Purchase Order No.	Purchase Order Item		Item Selection
10	0001	AA	AB		Knee Pads	150	each	4550000600	10	<input type="button" value="trash"/>	<input type="checkbox"/>
20	0002	AB	AB		Elbow Pads	0	each	4550000600	20	<input type="button" value="trash"/>	<input type="checkbox"/>
30	0003	AC	AB		Helmet Covers	0	each	4550000600	30	<input type="button" value="trash"/>	<input type="checkbox"/>

- Step Two: Create Advanced Ship Notice (ASN)
 - » similar to WAWF Receiving Report for goods
 - » Vendor notification to COR/Acceptor of what they have delivered
- Prevents changes to CLIN/SLIN/ACRN and Unit of Measure
 - » Matched to GFEBS PO and line item
- Ability to Propose Outstanding Quantity or Value

Find Supplier > List of Suppliers > Start Page > List of Purchase Orders > Display Purchase Order > Display ASN

Info: Your changes have been adopted successfully

Display ASN: 3000000943

General Information

Basic Data		Delivery Information	
Number:	3000000943	Delivery Date (Expected):	08/02/2016 08:00
Name:	W37HES16C0324	Shipping Date:	08/02/2016 08:00
Date:	08/02/2016	Means of Transport:	<input type="text"/>
Status:	Sent	Transport ID Code:	<input type="text"/>
		Bill of Lading:	<input type="text"/>

Item Overview

Number	CLIN	SLIN	ACRN	Product	Description	Quantity	Purchase Order No.	Purchase Order Item
10	0001	AA	AB		Knee Pads	150 each	4550000600	10

- Real time validation of submitted document
 - » Submitted ASN immediately available to COR/Acceptor to review in GFEBS
- Prompted for next action to “Create Invoice”
 - » Invoice linked to ASN for Quantity (or Confirmation for Services)

SUS Invoice Screen

Process Invoice: 5000000932

Communication and Collaboration

Message to Purchaser

Attachments

No Attachments Available

General Information

Basic Data		Terms of Payment	
Number:	5000000932	Payment in Days	Discount in %
Name:	W37HES16C0324	30	0.000
Date:	08/02/2016	0	0.000
External Reference No.:	4550000600	0	
Status:	In Process		
Unplanned Delivery Costs:	0.00 USD		

Purchasing Vendor: SUSQ0407 Invoicing Party: SUSVENFH1

Item Overview

Number	CLIN	SLIN	ACRN	Product Type	Product	Description	Quantity	Unit of Measure	Net Value	Tax	External Referenc...	Purchase Order Item	
10	0001	AA	AB	Material		Knee Pads	150	each	150.00 USD	Tax Exempt	4550000600	10	
									Net Value	150.00 USD			
									Unplanned Delivery Costs	0.00 USD			
									Tax	0.00 USD			
									Gross Price	150.00 USD			

- Step Three: Submit Invoice
 - » Information defaults from ASN (or Confirmation) with total value calculated
 - » Vendor can replace defaulted number with internal vendor reference number

SUS Payment Status

Terms of Payment									
Date	Invoiced Amount	Paid Amount	Status	ECC FI Document	Invoice Pymt Status	Check/EFT Date	Check/EFT #	Replacement Date	Replacement Chk No
03/05/2012	2,485.95 USD	2,485.95 USD	Paid	5105601751	PAID	03/05/2012	08881234		
Check Payment Status									

- Ability for vendor to check payment status and obtain disbursement info

Wide Area Workflow 5.2

User ID : TESTVENDOR2
[Printer Friendly](#)

UserVendorDocumentationLookupLogout

Vendor Documents from Active Folder for '0L524' (2 items, sorted by Contract Number)

Item	System	Type	Vendor (Payee)	DUNS	DUNS+4	Ext	Contract Number▲	Delivery Order	Shipment Number	Submitted	Shipped	Accepted	Status	Purge
1	GFEBS2P	Invoice	0L524				W9124712P0091							
2	GFEBS2P	Receiving Report	0L524				W9124712P0091		3000000126	2012-03-05	2012-03-05		Submitted	

→ Scroll for additional info

Invoice Number	Submitted	Received	Status	Purge	Recall	Void	Amount
0L524-1001		2012-03-05	Processed				\$2,485.95
							\$0.00

- SUS summary data replicated to WAWF
 - » Available to drill down into SUS document display
 - » “Processed” status means posted to GFEBS

3-Way Match Posted in GFEBS

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Advance Ship Notice

(ASN)

ASN linked to invoice

Vendor Invoice

Invoice: 4BC08/1030
Status: Document Sent
Status (New): Accepted by Customer
Description: W9124C11C0017
Document Date: 02/28/2014
External Reference: 4502001358
Unplanned Delivery Costs: 0.00 USD

Number	CLIN	SLIN	ACRN	Product Type	Product	Description	Quantity	Net Value	Tax	Purchase Order No.	Purchase Order Item
10	2001			Material			1 Months	7,701.79 USD	Tax Exempt	4502001358	170
20	2002			Material			1 Months	579.43 USD	Tax Exempt	4502001358	180
30	2003			Material			1 Months	874.00 USD	Tax Exempt	4502001358	190
40	2004			Material			1 Months	1,467.28 USD	Tax Exempt	4502001358	200
50	2005			Material			1 Months	1,276.57 USD	Tax Exempt	4502001358	210

Partner Information

Partner	Number	Name	Street	House No.	PostCode	Location	Telephone	Fax	E-mail
Sold-to Party	263	United States Army							
Ship-To Address	263	Fort Jackson	Fort Jackson		29207	Columbia			

Payment Status

Date	Invoiced Amount	Paid Amount	ECC FI Document	Invoice Pymt Status	Check/EFT Date	Check/EFT #	Replacement Date	Replacement Chk No
02/28/2014	11,919.07 USD	11,919.07 USD	5101268540	SUBMITTED				

GFEBS PO History

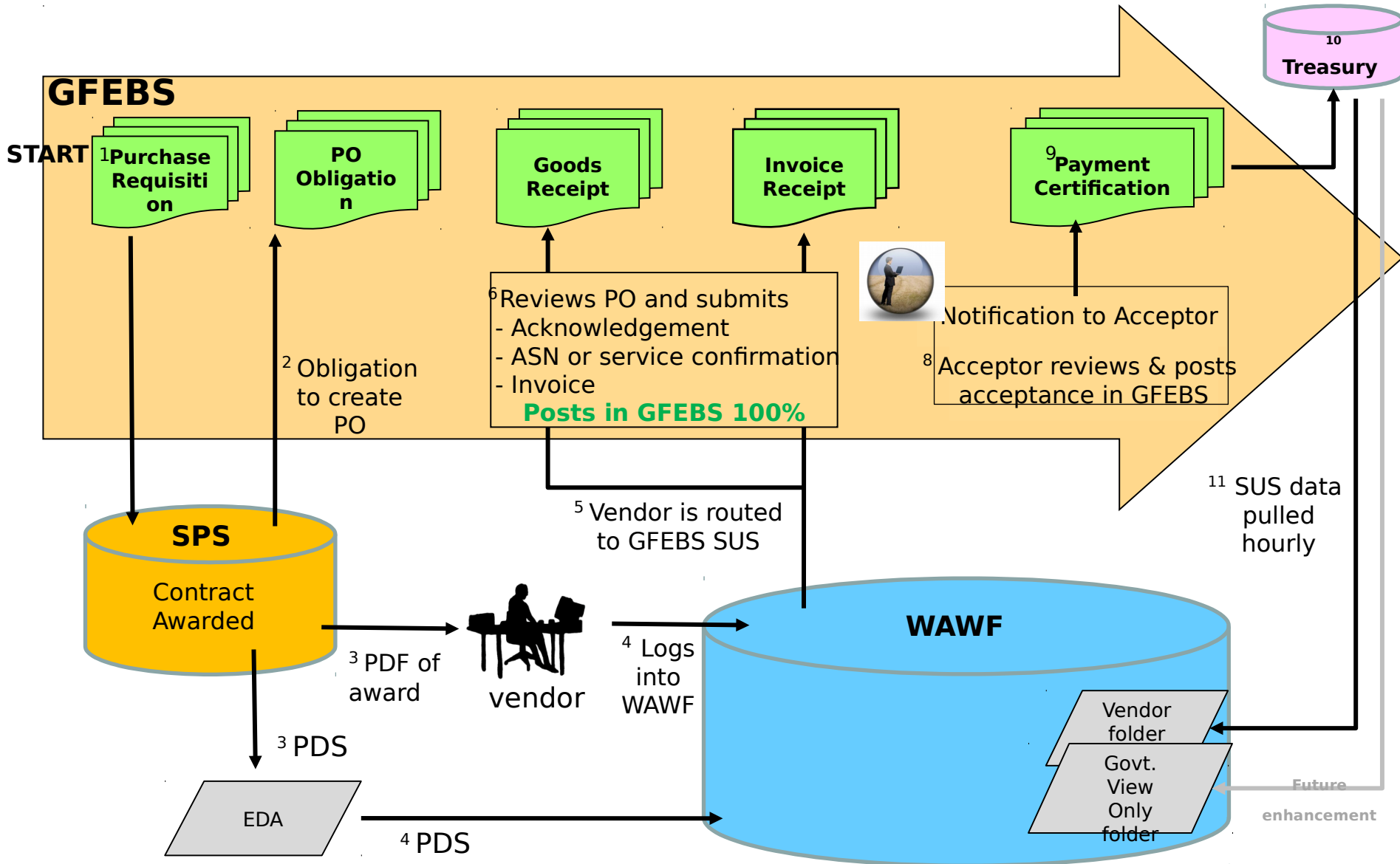
ASN linked to GR in GFEBS

Invoice successfully posted against obligation in GFEBS and free to pay

Item: [210]

Short T...	M...	Material Document	Item	Entry Date	Posting Date	Quantity	O...	Amount in LC	Reference	Amount	Company Co...	M
WE	101	5001089711	5	03/03/2014	03/03/2014	1	MO	1,276.57	3000000405	1,276.57	ARMY	
WE	101	5001046024	5	02/04/2014	02/04/2014	1	MO	1,276.57	3000000387	1,276.57	ARMY	
WE	101	5000999882	5	01/06/2014	01/06/2014	1	MO	1,276.57	4BC08/1028	1,276.57	ARMY	
WE	101	5000978292	5	12/16/2013	12/16/2013	1	MO	1,276.57	3000000328	1,276.57	ARMY	
WE	101	5000927131	5	11/07/2013	11/07/2013	1	MO	1,276.57	3000000311	1,276.57	ARMY	
Tr./Receipt			5			5	MO	6,382.85		6,382.85		
RE-L		5101268540	5	02/28/2014	02/28/2014	1	MO	1,276.57		1,276.57	ARMY	
RE-L		5101023129	5	02/03/2014	02/03/2014	1	MO	1,276.57		1,276.57	ARMY	
RE-L		5100776230	5	01/03/2014	01/03/2014	1	MO	1,276.57		1,276.57	ARMY	
RE-L		5100776018	5	01/03/2014	01/03/2014	1	MO	1,276.57		1,276.57	ARMY	

High Level SUS Process



- **Initial pilot phase successful**

- Limited to 9 vendors due to Paperwork Reduction Act (PRA) limitations
 - o PRA restrictions now lifted
- 100% of SUS invoices were processed for payment
- Successful electronic posting from SUS-to-GFEBS
 - o 92% posted without manual posting
- Error free 3-way matched documents in GFEBS ready for payment
- Vendor, Contracting and RM gave very positive feedback
- DFAS requested better visibility of SUS invoice data
 - o WAWF Gov't folder update needed or SUS display access required

SUS Pilot Update: Sites - Current and Future

- Expanded to sites below in November 2015:

412th CSB
Ft. Jackson, SC
Ft. Knox, KY

418th CSB
Ft. Carson, CO
Ft. Hood, TX
Ft. Bliss, TX

419th CSB
Ft. Bragg, NC
Ft. Campbell, KY
Ft. Stewart, GA

MEDCOM
Ft. Sam Houston, TX
Ft. Detrick, MD

- Initially, low contract volume at pilot sites. Additional sites identified to obtain essential data:

412th CSB
Ft. McCoy, WI
Ft. Sam Houston, TX

418th CSB
JB Lewis-McChord, WA

419th CSB
Ft. Belvoir, VA

Measures and Metrics

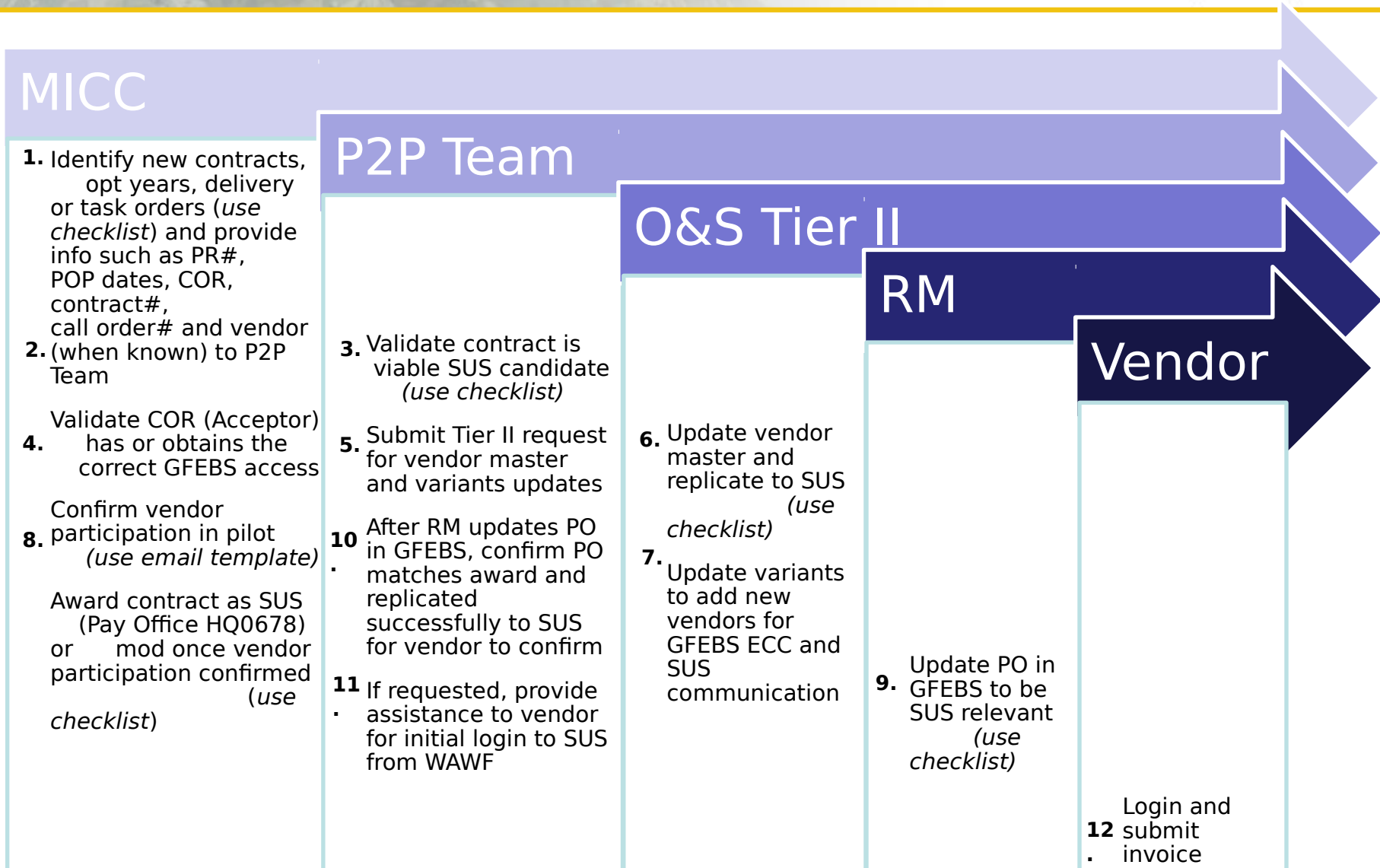
SUS & WAWF Control Groups	SUS Pilot (207 invoices)	WAWF control group (48 invoices)
% Electronic Posting	100%	87.5% (6 manual)
Avg days acceptance to GR posting	0 (simultaneous)	1.64
Avg days to 3-way match (Doc date to GR posted)	3.0	8.55
Avg days to payment	8.1	13.5
Interest penalties pd for all invoices	\$0	\$6.43
Avg DFAS processing cost/LOA OP 59 \$105.79 (manual) OP 69 \$6.75 (electronic)	\$6.75 (207 electronic)	\$19.13 (42 electronic, 6 manual)

- **Manual vs. Electronic DFAS Billing Rates**
 - **Services pay DFAS higher rate to manually post documents**
 - o Army ERP FY16 Manual Rate: \$105.79
 - o Army ERP FY16 Electronic Rate: \$6.75
 - **Army GFEBS estimated annual DFAS cost for WAWF invoices**
 - o 13.4M to process manually versus
 - o \$1.9M to process electronically

Potential to save \$11.5M per year for GFEBS WAWF invoices

- **Expand SUS pilot incrementally to validate results**
 - Goal to expand, up to 500 contracts
 - Majority of GFEBS invoices can be processed through SUS (FFP)
 - o Others - MOCAS, construction, progress pay, RFID, IUID, GFE - to remain in WAWF
 - Need new awards or new option years with no PO history
 - Periodic reviews with Army leadership
 - Some enhancements implemented as identified, others are dependent upon Army-wide decision
- **If pilot continues to generate positive results...**
 - Recommendation to leadership for FOC
 - Change to DFARS 252.232-7003 (Appendix F) required for SUS to become a permanent part of the Army's invoicing process
 - Substantial enhancements implemented

Bringing on new SUS contracts



SUS Provisioning Needed

	Step	Description	Tcodes	GFEBS Role
1	Requestor	Create PR	ME51N	PR Processor
2	Approver	Approve PR	ME54N	PR Approver (L1)*
3	RM	Release PR	ME54N	PR Funds Certifier (L4)
4	Contracting	Award contract or option year View PO obligation in GFEBS	In SPS ME23n	- Contract Viewer
5	RM	Ensure PO matches award and update for SUS	ME22n	PO Processor
6	Vendor	a) Acknowledge PO matches award b) Submit ASN or confirmation c) Create invoice	In SUS	Create Document (passed from WAWF)
7	Acceptor/ COR	Accept (or Reject) submitted ASN or confirmation	VL06i ML81n	SUS GR Processor
8	DFAS A/P	Review invoice for payment certification	F110	Payment Certifier
9	Contracting	Review PO history for close out	ME23n	Contract Viewer

SUS Roles/Training Requirements

- **Must be provisioned with GR and SUS GR Processor Roles:**
 - 1. Requires GFEBS Access**
 - **GFEBS Essentials (L101E, L201E, L303E):**
 - 20 hours duration
 - 2. Requires Spending Chain Courses**
 - ▢ **GFEBS Spending Chain - Goods Receipt Processing**
 - 2.5 hours duration
 - 3. Requires review of SUS-specific training documents**
 - ▢ P2P team provides training documents with screen shots for acceptance posting in GFEBS

- **Recommend KO Training For Contract Viewer**
 - **GFEBS Essentials (L101E, L201E, L303E):**
20 hours duration
 - **GFEBS Spending Chain, Purchase Orders**
14.5 hours duration
 - **GFEBS Spending Chain, Manage Purchase Requisitions**
12.5 hours duration

- ❖ All courses found in ALMS
- ❖ Hours based on TRADOC calculations. Actual learner time will vary from student to student.

Common Questions

Common Questions about SUS

- **Will SUS replace WAWF?**
 - No, SUS will not replace WAWF but use the DoD developed integration called OneStop
- **Can SUS process all WAWF invoices for GFEBS?**
 - <10% of WAWF invoices to GFEBS require unique DoD-specific criteria that is not available in standard ERP functionality (Ex. IUID, EDI, fuel, rail cars, warranty, source acceptance, etc.)
 - **Recommend ~10% population remain invoiced in WAWF since assigned Pay DoDAAC is by contract**
- **Can a vendor submit an invoice that is over the approved contract?**
 - In WAWF vendors can submit invoices for any amount/quantity regardless of awarded contract amounts which requires 100% DFAS review and manual rejection for any incorrect invoice
 - In SUS, vendors are limited to the maximum amounts/quantities on conformed contract (data from SPS to create GFEBS PO) to provide ability for automated payment processing
- **What if a vendor is unable to bill because the GFEBS PO is incorrect? Would this prevent proper PPA recording?**
 - In WAWF, a PO error would not be identified until the invoice was created, submitted, and later rejected or suspended by DFAS review. If rejected, the vendor is required to submit another invoice. This second invoice would restart the PPA clock.
 - In SUS, the vendor would know immediately after award that the PO was incorrect because they acknowledge in SUS. The PO could be corrected at that time before time to invoice.

- **Was the pilot population too small to extrapolate benefits?**

Common Questions About SUS (continued)

- **Will acceptors continue to post receipt and acceptance in WAWF?**
 - No, receipt and acceptance is posted directly in GFEBS referencing the vendor submitted document to eliminate the current average delay of ~20 days
 - **Current GFEBS licenses were estimated to be sufficient for GFEBS acceptors**
- **Will the vendors be able to see all their submitted invoices?**
 - Yes, OneStop functionality sends ERP portal summary information to WAWF for vendor to see all documents regardless of where submitted
 - Additionally vendors can see near real-time status of the invoice payment processing as well as the trace/check number once disbursed
 - Vendors can also see calculated open quantity and acceptance status
- **Will the vendor have to re-do code they have created for EDI to WAWF?**
 - No, if a vendor submits EDI files to WAWF today they will continue and their contract not be a candidate for SUS invoicing
- **Will the vendor have to learn a new way to enter invoice data?**
 - Yes, but SUS is designed to be intuitive; a web application that is easy to use
 - Plan to link training documentation to the SUS screens to be readily available
 - Pilot vendor feedback was very positive on ease of use